InnLine IP Integration Guide for MiVB using SIP Trunks

PBX PROGRAMMING, INSTALLATION AND TESTING GUIDE

CONNECTED GUESTS

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TRADEMARKS

InnLine IP integration guide for Mitel MiVB using SIP Trunks.
Screen images are based on Release level: 8.0 SP3 PR1 – Active software load: 14.0.3.33
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Requirements

- One MiVB SIP Trunk license per InnLine IP voicemail port (SIP Trunk licenses are purchaed from Mitel. The number of licences is displayed under the Licenses > License and Option Selection form)
- Network connection from the server running the InnLine IP software to the MiVB controller (server for InnLine IP must reside on the same network/subnet as the MiVB controller, and have a static IP address)

Why use SIP Trunks instead of Generic SIP stations?

Use a SIP Trunk integration only if the InnLine IP voicemail system will generate wakeup events to guest rooms. With a SIP Trunk integration, InnLine IP generated wake-up calls can still ring the guest phone if Do-Not-Disturb (DND) has been applied to the guest station. If a Generic SIP station integration is used in this DND scenario, the InnLine generated wakeup call would immmediatly forward/route back to voicemail.

If your installation does not plan on using InnLine for wakeups, or you plan to utilize the wakeup call offloading feature of InnLine to the MiVB controller, a Generic SIP Station with MiVB Single Line Licence integration may be used instead.

MiVB Configuration Forms

License and Option Selection > Trunking / Networking

Ensure that you have enough SIP Trunk licences, one for each voicemail port. The example below shows a controller that has a total of 53 purchased licences:

Trunking / Networking

Digital Links	1	2	0	2	Unrestricted	Yes
Compression		0	8	0	Unrestricted	Yes
FAX Over IP (T.38)		0	8	0	Unrestricted	Yes
SIP Trunks	0	53	0	53	Unrestricted	Yes

Class of Service Options

Choose a Class Of Service number to use in the Trunk Attributes form and change to following:

General tab

Call Forwarding (External Destination) – Set to **Yes**

Public Network Access via DPNSS – Set to **Yes**

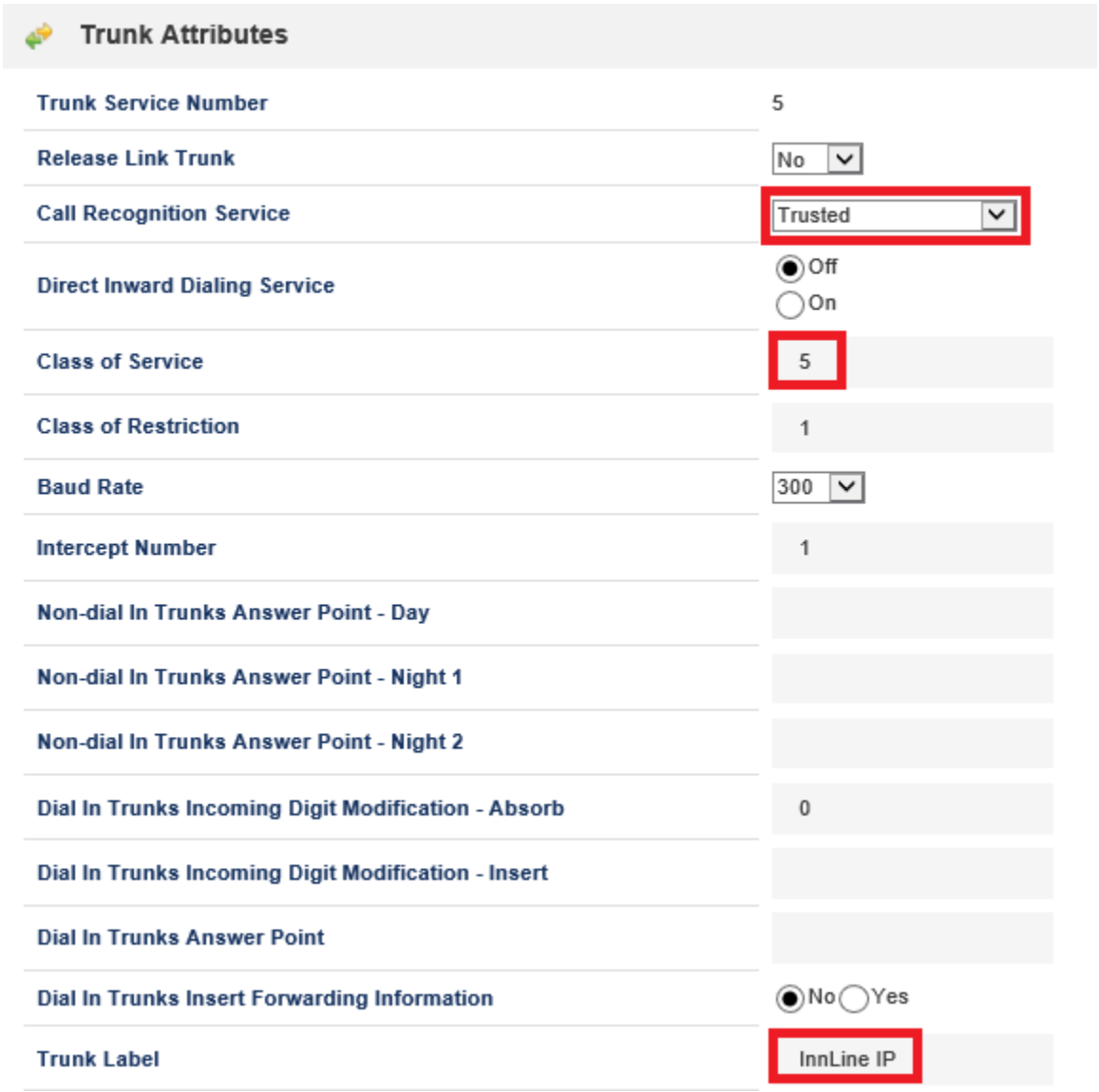
COV/ONS/E&M Voice Mail Port – Set to **Yes**

Advanced tab

NO CHANGES FROM DEFAULT

Trunk Attributes

Choose and change an available Trunk Service Number for use with the SIP Peer Profile you will create for the SIP Trunks:



Call Recognition Service – Set to **Trusted**

Class of Service – Apply to COS you previously modified (Example above uses **5**)

Trunk Label – This is the text that will presented on Mitel phones with displays when voicemail is accessed. Set to **InnLine IP**

Network Elements

Add a new Network Element using the settings shown below:

Name	InnLineIP
Type	Other
FQDN or IP Address	IP ADDRESS OF INNLINE IP VM GOES HERE
Data Sharing	NO
Local	False
Version	
Zone	1
ARID	
SIP Peer Specific	
SIP Peer Transport	default
SIP Peer Port	5060
External SIP Proxy FQDN or IP Address	
External SIP Proxy Transport	default
External SIP Proxy Port	0
SIP Registrar FQDN or IP Address	
SIP Registrar Transport	default
SIP Registrar Port	0
SIP Peer Status	Auto-Detect/Normal

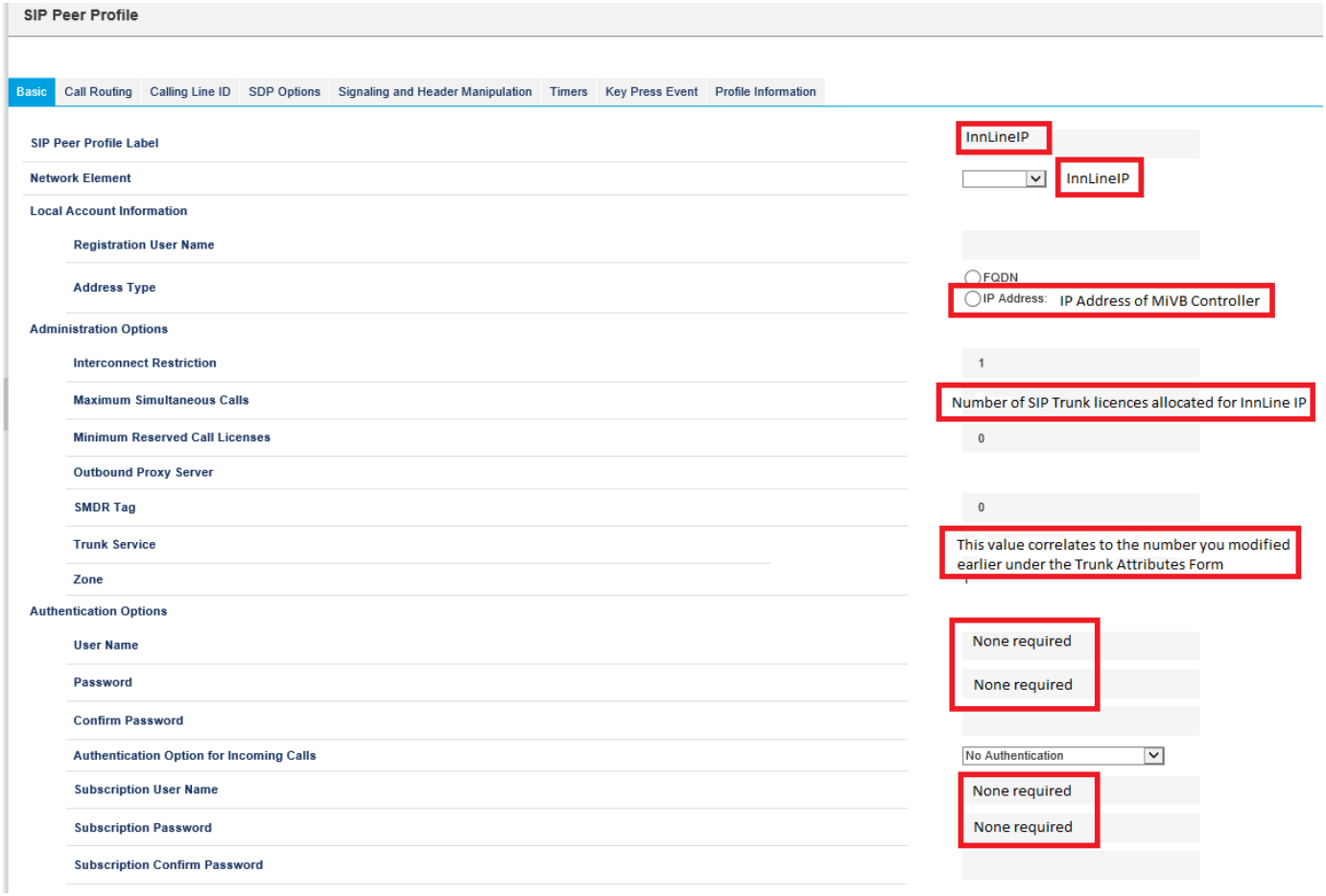
Name – A logical name (i.e. InnLineIP)

Type – Set to **Other**

FQDN of IP Address – Set to the IP address assigned to the server running the InnLine IP voicemail application.

SIP Peer Profile

Create a new SIP Peer Profile



Basic tab

SIP Peer Profile Label – Enter a logical name (i.e. InnLineIP)

Network Element – Use the name from the network element you just created for this.

Address Type – Choose the IP Address radio button. (IP address of MiVB contoller should already be present on this form)

Maximum Simultaneous Calls – This number should be equal to the port size of the voicemail.

User Name – None is required

Password – None is required

Subscription User Name – None is required

Subscription Password – None is required

Call Routing tab

NO CHANGES FROM DEFAULT

Calling Line ID tab

NO CHANGES FROM DEFAULT

SDP Options tab

Allow Using UPDATE For Early Media Renegotiation – Set to **Yes**

Signaling and Header Manipulation tab

Require Reliable Provisional Responses on Outgoing Calls – Set to **No**

Timers tab

Keep-Alive (OPTIONS) Period – Set to **300**
Session Timer – Set to **0**

Key Press Event tab

NO CHANGES FROM DEFAULT

Outgoing DID Ranges tab

NO CHANGES FROM DEFAULT

Profife Information tab

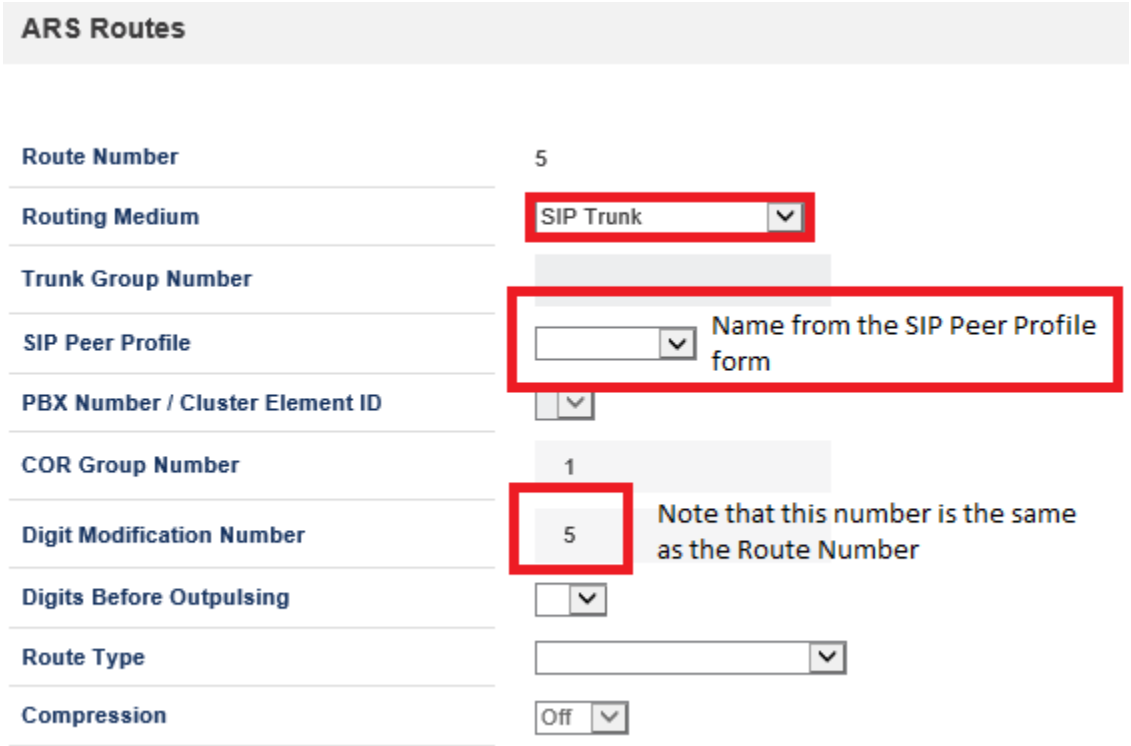
NO CHANGES FROM DEFAULT

ARS Digit Modification Plans

Choose a Digit Modification Number to use. Keep the “Number of Digits to Absorb” set at 0 (default), and the “Digits to be Inserted” left blank.

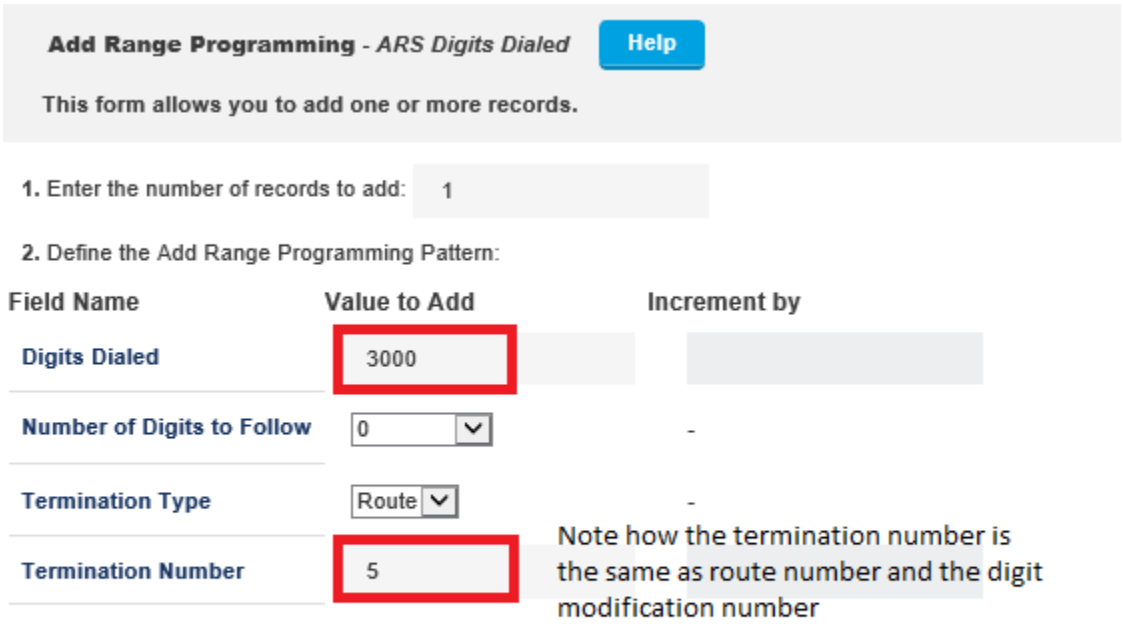
ARS Routes

Change one of the route numbers to use. To keep things logical, change a route number that is the same as the Digit Modification Number you choose to use. The example below shows Route Number 5:



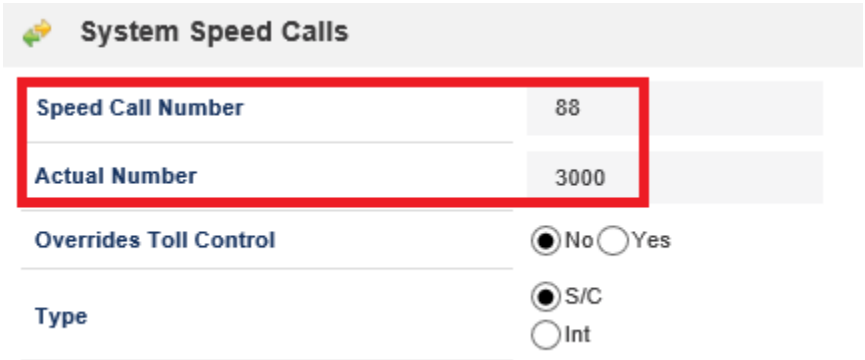
ARS Digits Dialed

Add a number to the Digits Dialed section of this form. This number will be one way to access the Innline IP voicemail. We will use the number 3000 as an example:



System Speed Calls (optional)

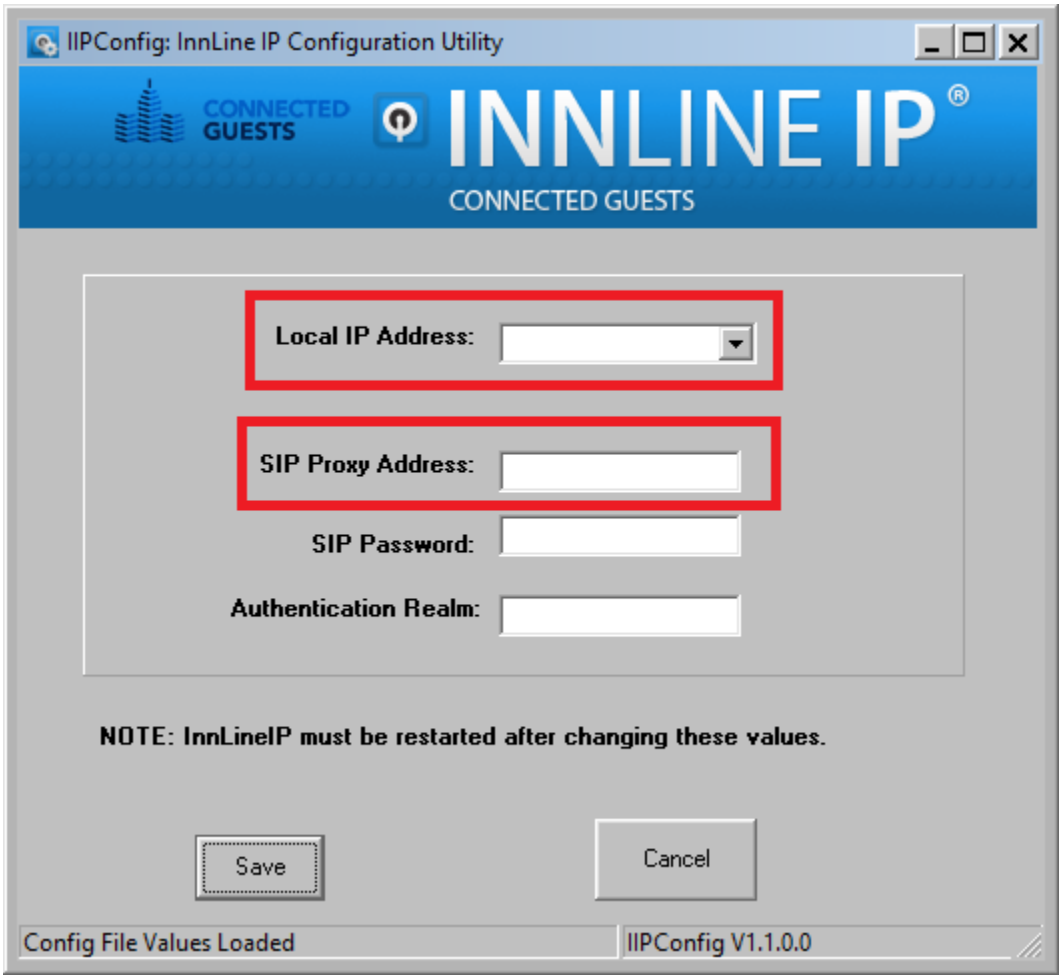
You may optionally add a Speed Call Number to dial the ARS Digits for accessing voicemail. Example below shows 88 speed dialing 3000:



InnLine Configuration

InnLine IP Configuration Utility (IIPConfig)

On the desktop of the server that is running the InnLine IP windows application, open the file **InnLine IP Config** and review the following settings:



Local IP Address – Ensure that the IP address assigned to the InnLine IP windows server is selected

SIP Proxy Address – Enter the IP address of the MiVB controller

SIP Password – Leave this field blank

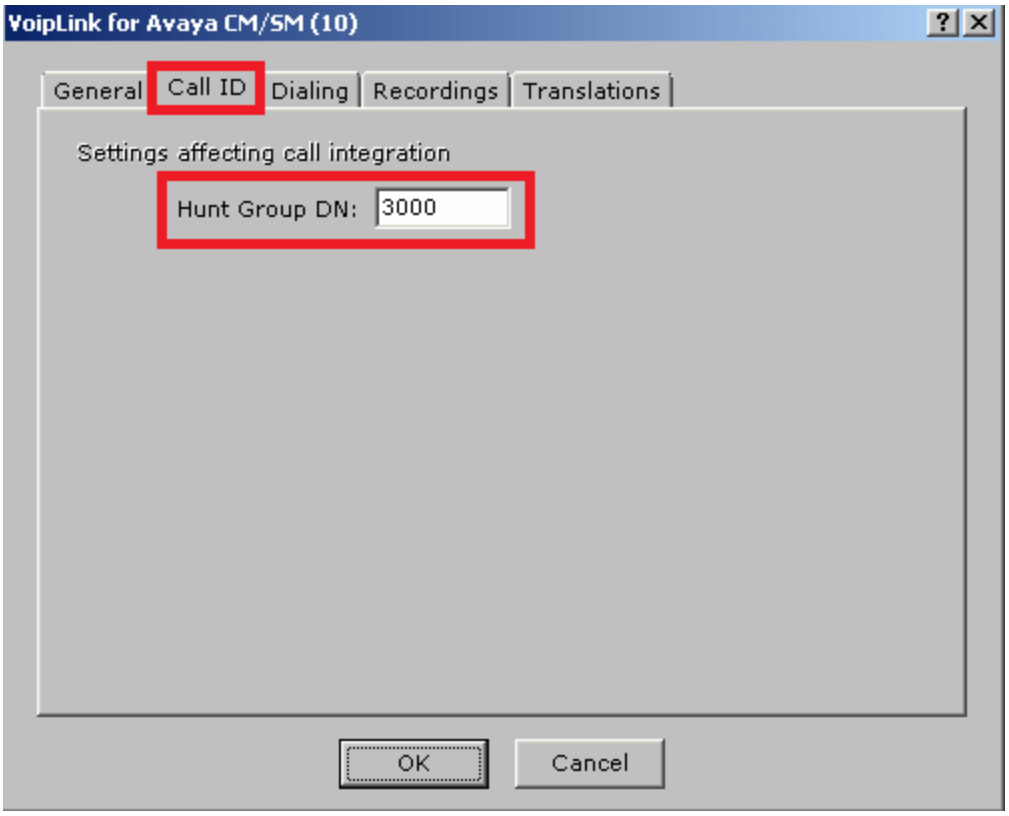
Authentication Realm – Leave this field blank

When done, click **Save**, then **Cancel** to exit.
Stop InnLine IP application, and then re-start it (by double-clicking the InnLine IP icon located on the desktop. If no changes are needed after reviewing this form, click **Cancel** to exit the form

Port Types

At the InnLine IP application, click the **Do** button, and select **Configure System**. In the System tree, navigate to **Port Types**. On the right side, find the port type *VoipLink for Avaya CM/SM* and open it.
Select the **Call ID** tab, and enter the ARS digits programmed earlier for voicemail access in the Hunt Group DN field

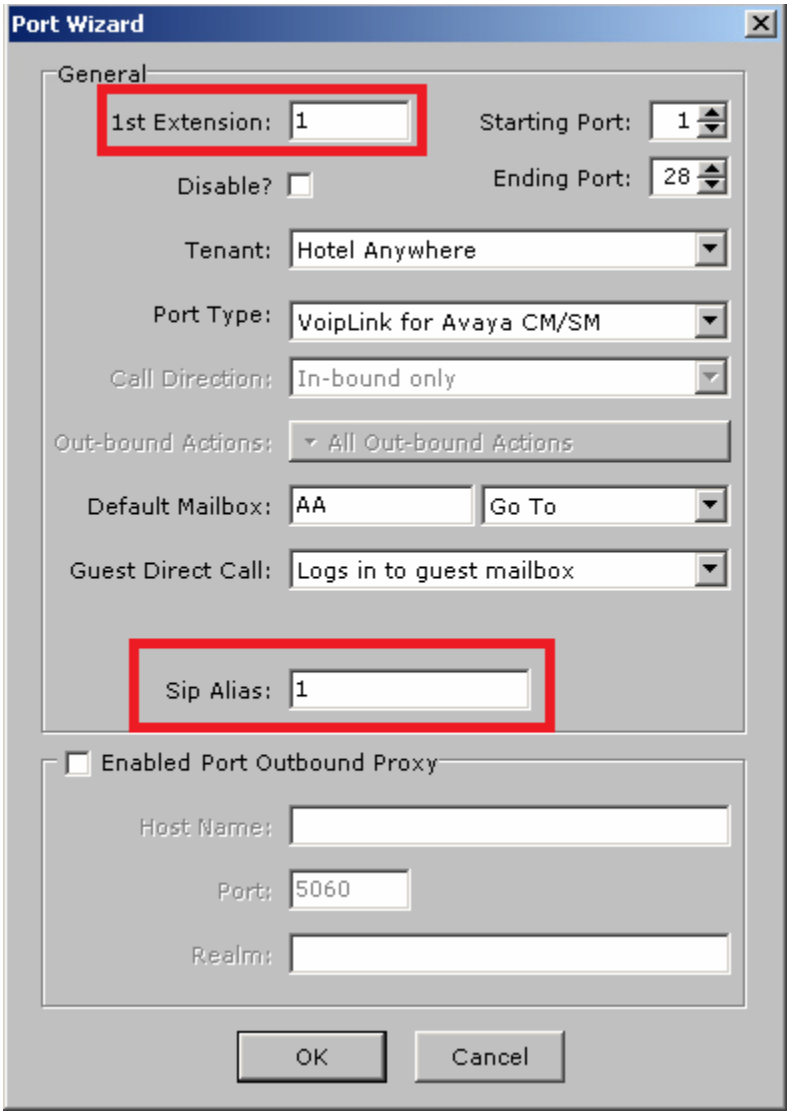
The example below shows 3000 as the ARS Digits:



Click **OK** when finished.

Voice Ports

In the System tree, navigate to **Voice Ports**. On the right side, locate the **Port Wizard** and open it (choose Yes to run the port wizard). Edit the following fields:



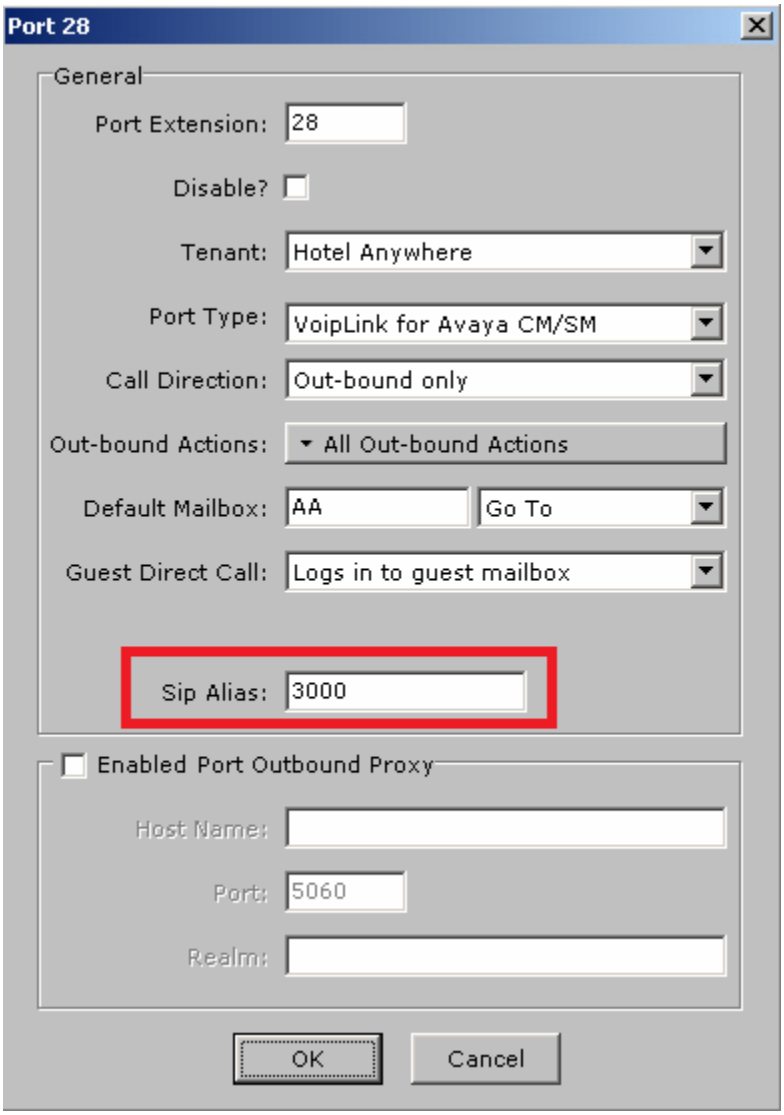
1st Exrension – Enter a value of **1** in this field

Sip Alias – Enter a value of **1** in this field

Click **OK** when finished.

Modify the last voicemail port for Message Button callback

On the same screen, open the last port. Under the **Sip Alias** field, enter the ARS Digits for voicemail access. Example below shows port 28 as the last voicemail port, and 3000 as the ARS Digits:



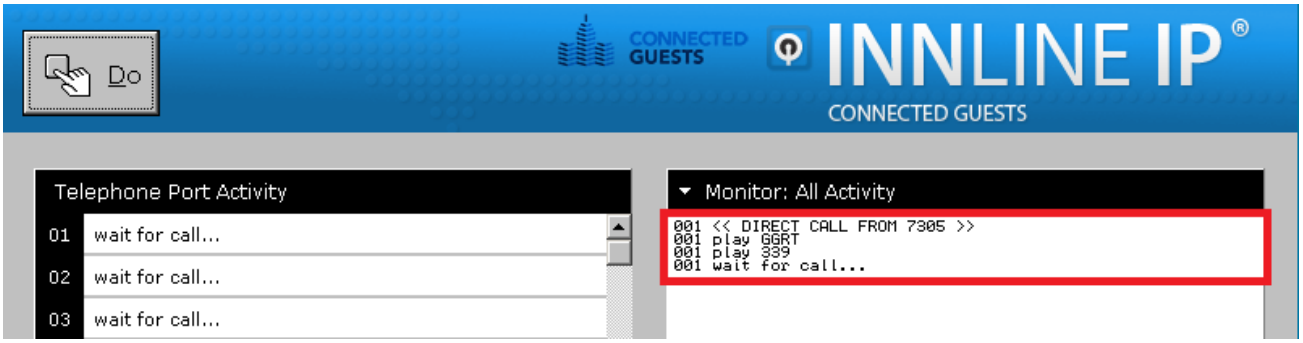
Note: You may also use the **Speed Call Number** in this field instead of the ARS digits (if programmed)

Testing

Direct call integration (from any station)

Place a call from a station to either the ARS Digits or the Speed Call Number for voicemail. The display information will show what station number is calling.

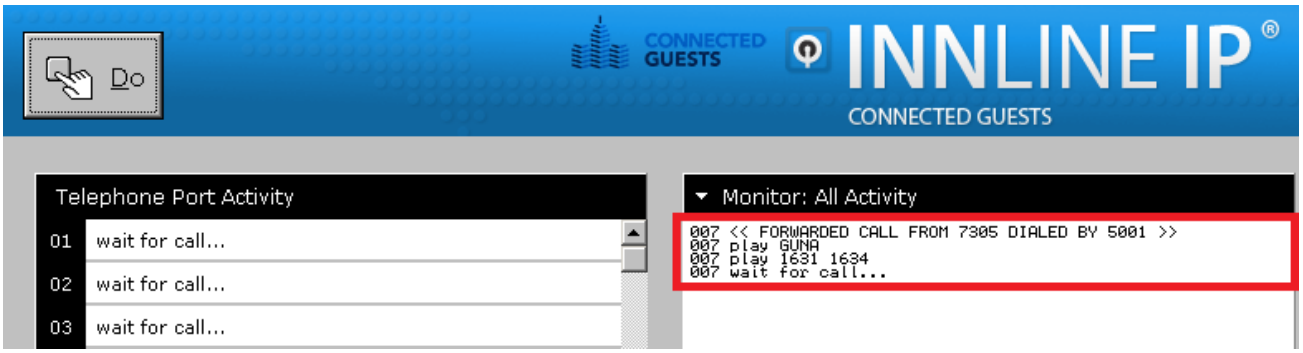
Example below shows a direct call from station 7305:



Forwarded call integration

Place a call from one station to another, and ensure that the call forwards/routes properly to voicemail. The display information will show both the called and calling parties.

Example below shows a forwared call from station 7305, dialed by station 5001:

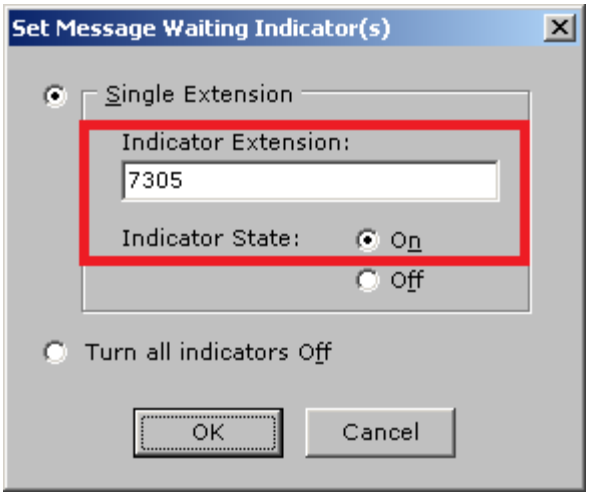


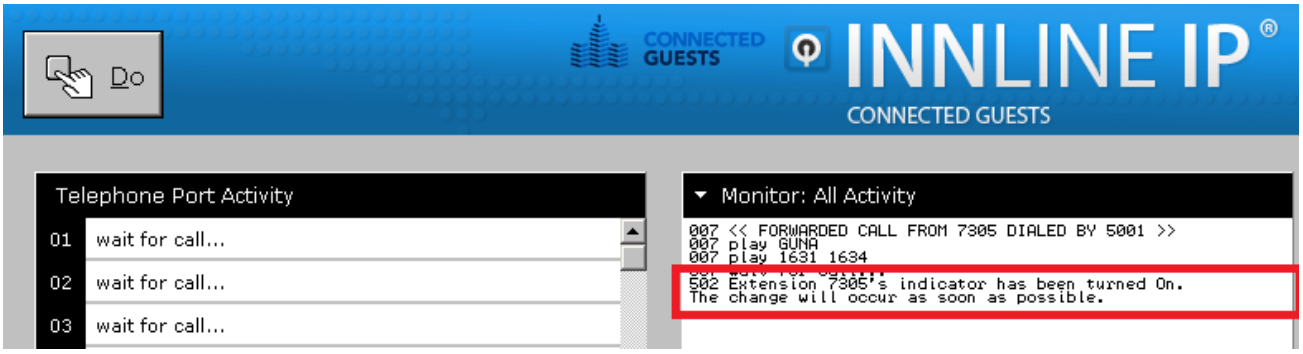
Perform this test via a trunk (outside line) also.

Message lamps

At the InnLine IP application, click the **Do** button, and select **Configure System**. In the System tree, navigate to **Mailboxes**. On the right side, locate **Set MWI(s)** and open it. Enter a valid extension number in the **Indicator Extension** field. Ensure that the Indicator State is selected to On, and click **OK**

The example below uses station 5402:





Performing a LOCATE FEATURE NUMBER maintenance command within the MiVB controller will verify if the message lamp is on:

Command:

```
LOCATE FEATURE EXTENSION 5402
LOCATE FEATURE EXTENSION 5402
```

System Response:

```
IP Device ID:    87
Circuit Location : 1 3 1 87 1
Extension : 5402
Message Waiting Lamp On
Callback Messages : 1
Call Forward No Answer External : 3000
Call Forward No Answer Internal : 3000
Call Forward Busy External : 3000
Call Forward Busy Internal : 3000
Phone Lock: UnLocked
Service Level: Full
MAC Address : 08:00:0F:11:33:61
Zone ID: 1
```

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